**KENYA RICHARDSON**

kenyalrichardson@gmail.com | 469-834-6998

**HEALTH ADMINISTRATION | BUSINESS SUPPORT**

Versatile professional with over fifteen years of administrative experience. Facilitates support services and managing fast paced office operations. Advanced understanding of client needs with diligent attention to detail resulting in superior customer service and high levels of satisfaction. A dependable and reliable leader, capable of making a positive impact on progressive organizations poised for phenomenal growth.

**CORE COMPETENCIES**

*Admissions/Reception; Communication; Relationship Management; Medical Terminology; Database Management; Medicare/Medicaid; Outpatient Referrals; Analytical Thinking; Calendar Management; Team Coordination; AR/Insurance Billing; Supervision; HIPPA - CMS 1500 - EOB – SOAP \*Claims.*

**TECHNICAL SKILLS**

*Microsoft Office (PowerPoint; Outlook; Word; Excel; Access, Windows 2000/XP/Vista/2010, CPT-4, ICD-9 & 10, Coding, RAPS/EDPS, Principles, Kareo, OAG, Bright tree, EZBiz, Type 45WPM,*

**PROFESSIONAL EXPERIENCE**

**UT Southwestern Medical Center Dec 2016 – Present**

***Clinic Supervisor***

Responsible for overseeing team that answers patient phone calls utilizing UT Southwestern PURE concepts. Utilize department protocols as necessary to meet patient's needs. Monitor and evaluate patient care and services. Communicate appropriately following EMR and documentation standards.

* Oversees performance of tasks within function of clinic (patient phone calls, check-in, check-out, billing activities, scheduling, etc.). Provides working supervision to Clinic Staff Assistants (CSA staff) to ensure appropriate guidelines are followed. Functions as preceptor to ensure CSA staff receive orientation to work tasks.
* Creates and/or maintains templates for CSA staff functions as needed. Provides regular feedback and training to CSA staff regarding performance.
* Gives feedback to Practice Manager for performance reviews of CSA staff. Creates and/or maintains templates for CSA staff functions as needed. Provides regular feedback and training to CSA staff regarding performance.
* Insurance Verification: Verifies patient insurance benefits prior to patient appointments utilizing online and automated verification systems. Updates patient EMR documenting patient benefit information. Communicates with patients and check-in staff to ensure accurate patient payments are collected at time of service.
* Referral Management: Schedules referral appointments utilizing EMR work queues following access to care standards. Confirms scheduling information and provides patient with any additional requirements. Documents all contact attempts with patient following policy and procedures. Tracks referral scheduling statuses and ensures referrals are completed in a timely fashion.

**Diabetes Management & Supplies Apr 2015 – Dec 2016**

***Practice Administrator***

Processed orders for diabetic supplies including insulin pumps, continuous glucose monitors, and blood glucose testing supplies supporting the Dallas office and Outside Sales team

* Managed and directed administrative/business functions of diabetes office; to include implementation and monitoring of the daily operations.
* Initiate support process and improvement activities for the Sales Team to ensure an increase patient satisfaction.
* Establish goals and standards to evaluate operational success and prepare reports to inform the management team of status and progress.
* Enforced all Medicare compliance and Joint Commission standards to maximize patient satisfaction
* Responsible for the recruitment, retention of all staff. Manage the staff for the practice by establishing staffing schedules.
* Prepare and discuss annual budget with the CEO for the practice for the physical year.

**Urology Clinics of North Texas (Pediatric Division) Jan 2013 – Apr 2015**

***Surgery Scheduling Coordinator***

Designated Surgery Scheduler for multiple urology practice providers. Coordinated surgeries for patients with facilities, and anesthesiologist.

* Managed relationships between patients and practice; liaised with patient’s families and staff to discuss diagnosis, patient’s condition and possible treatment options
* Compiled reports of recommended surgeries from the practice, unscheduled surgeries and monitor the strategies and trends for unscheduled cases
* Scheduled pre-admits, combo cases and coordinated robot assistance
* Maintained office services; controlled correspondence; designed filing systems; reviewed and approved supply requisitions
* Conducted applicable dialogue with clients on services; managed a high-volume of inbound and outbound calls; conducted research, analyzed data, created reports and developed presentations

**Kortmed Marketing & Management | Dallas, TX Feb 2008 – Jan 2013**

***Diagnostic Referral Supervisor/Billing Specialist***

Supervised ten employees in the diagnostic department - implemented policies and resolved billing issues with patients and insurance companies.

* Identified training and development needs within the company through job analysis, appraisal schemes and regular consultation with business managers and human resources departments.
* Filed patient’s charts, answered telephones, scheduled appointments and verified insurance.
* Processed insurance forms, prepared reports and assisted physicians in recording medical histories and scheduled patients for hospitalization or other procedures.
* Managed bookkeeping tasks; billed patients, prepared financial and tax reports and processed invoices.
* Resolved disputes, denials, and miscellaneous claims and worked with Physicians, Nurses, and other Primary/Major care facilities and practitioners.

**EDUCATION & LICENSE**

**University of Phoenix -** Associates of Business (Human Resources Specialization), **Matriculating**

**Concord Career College, Inc. | Arlington, TX –** Diploma; Medical Assistance

(GPA: 3.75) - *President’s List*

**Sanford-Brown College | Dallas, TX -** Diploma in Medical Billing & Coding Program

(GPA: 4.00) – *President’s List*

**Pharmacy Technician Trainee License** (Valid: Sept. 2016 – Sept. 2018)